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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/694,880	10/24/2000	Eric Cheung	2000-0092	2454

7590 02/17/2004
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EXAMINER

BARANYAI, LAWRENCE

ART UNIT	PAPER NUMBER
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2665

DATE MAILED: 02/17/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/694,880

Applicant(s)

CHEUNG ET AL.

Examiner

Lawrence Baranyai

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 24 October 2000.
2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-27 is/are pending in the application.
4a) Of the above claim(s) _____ is/are withdrawn from consideration.
5) ☐ Claim(s) _____ is/are allowed.
6) ☒ Claim(s) 1-27 is/are rejected.
7) ☐ Claim(s) _____ is/are objected to.
8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
10) ☒ The drawing(s) filed on 24 October 2000 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

DETAILED ACTION

Drawings

1. The drawings are objected to as failing to comply with 37 CFR 1.84 because the drawings are informal and margins are inconsistent with publication requirements. See 37 CFR 1.84 for details and guidelines on the drawings. The requirement for corrected drawings will not be held in abeyance.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

1. Claims 1, 2, 5, 9, 10, 12, 18, 22, and 24 are rejected under 35 U.S.C. 103(a) as being unpatentable over Foladare et al. (US 6,049,602), in view of Isidoro et al. (US 5,384,771).

Regarding claims 1 and 2, Foladare, in the field of communications, discloses a method of supporting remote workers such as call center or service agents comprising: creating an authentication for receiving login information from the at least one communication device associated with the user (col. 1 line 53 – col. 2 line 7; col. 9 line 46 - 58), said authentication determining if the at least one communication device will have access to communication control functions residing in the communication network

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(col. 1 line 55 – 62; col. 5 line 7 – 64; col. 9 line 58 – col. 10 line 16); and upon login, creating one or more applications, each application being capable of performing a particular communication control functionality for the at least one communication device (col. 2 lines 10 – 27; col. 5 line 56 – col. 6 line 2), said one or more applications also being able to download data records from the operational database and communicating the data records to the at least one communication device (col. 2 lines 12 – 27; col. 3 line 55 – col. 4 line 16; col. 4 line 49 – 67; col. 5 line 61 – 64; col. 6 line 49 – col. 7 line 25; col. 8 line 43 – col. 9 line 45).

Regarding claim 5, Foladare teaches the limitation wherein each communication control functionality corresponding to specific communication features based on requests received from the at least one communication device (col. 5 line 5 – 27).

Regarding claim 9, Foladare teaches the limitation further comprising the steps of: receiving an incoming call intended for the at least one communication device associated with the enhanced network user; and connecting the incoming call to the at least one communication device associated with the enhanced network user (col. 10 line 64 – col. 11 line 13).

Regarding claims 10, 22, Foladare teaches the limitation further comprising the steps of: receiving a communication from the at least one communication device requesting that the incoming call be placed on hold; placing the call on hold; and transferring the incoming call to the on hold condition (col. 12 lines 17 – 21).

Regarding claims 12, 24, Foladare teaches the limitation further comprising the steps of: receiving a communication from the at least one communication device

requesting that the incoming call be transferred to another communication device not associated with the enhanced network user; transferring the incoming call; transferring the incoming call to the communication device not associated with the enhanced network user (col. 9 lines 34 – 45).

Regarding claim 18, Foladare teaches the limitation the method comprising: receiving a communication request to connect to a communication device logged onto the distributed feature network; determining the type of communication requested by the third party device; determining the availability of those communication devices able to respond to the type of communication being requested by the third party device; routing the communication to an available communication device able to respond to the type of communication being requested; forwarding to the available communication device information from the operational database relating to the third party associated with the third party device that originated the communication; and providing communication control functionality required by the available communication device so the available communication device is able to interact with the third party device (col. 5 line 7 – col. 9 line 45).

Foladare does not teach the distributed feature network and the aspects of a feature box. Isidoro et al., in the analogous field of communications, teaches the creation of feature modules using object-oriented commands to implement complex call and connection configurations in a distributed manner. This is equivalent to the distributed feature network using feature boxes (col. 2 lines 51 - 59; col. 3 lines 4 - 66).

Regarding claim 5, Isidoro teaches the limitation wherein access to the communication control functions further comprises the step of the enhanced network user being connected through signaling and media channels to other feature boxes, and records in the operational database necessary for the other feature boxes to function (col. 3 lines 4 - 66).

One skilled in the art of communications would recognize the advantage of using a feature box and the distributed feature network. It would have been obvious for one of ordinary skill in the art at the time of the invention, when presented with the work of Isidoro, to apply the feature box and distributed feature network of Isidoro, to the virtual call center features of Foladare, with the motivation being to arrive at a system that improves network service performance by providing a distributed mechanism to accurately assemble and make available complex network features and applications for remote call center operations.

2. Regarding claim 3, Foladare teaches the limitation wherein communication control functionality includes processing of voice and data communications (col. 2 lines 58 - 65).

3. Regarding claim 4, Foladare teaches the limitation wherein the communication control functionality includes processing of multimedia communications (voice via the telephone, and data/image via Web/merchant and call control pages available to the agent: col. 10 line 64 – col. 12 line 37).

4. Regarding claim 6, Foladare teaches the limitation wherein the communication control functionality includes conferencing capabilities (col. 2 lines 14 – 16).

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5. Regarding claim 7, Foladare teaches the limitation wherein the communication control functionality includes transferring capabilities (col. 2 lines 14 – 16).

6. Regarding claim 8, Foladare teaches the limitation wherein said communication device is a computer (col. 2 line 10 – 21).

7. Claims 11, 20 and 23 are rejected under 35 U.S.C. 103(a) as being unpatentable over Foladare et al. (US 6,049,602), in view of Bateman et al. (US 5,384,771).

Regarding claims 11, 23, Foladare teaches that all features are made available to the remote agent (col. 1 lines 51 – 59).

Regarding claim 20, Foladare teaches the web page is selected based on communication request (col. 11 lines 4 – 13).

Foladare does not explicitly teach the features include voice mail and use of URL for customer requests.

Regarding claims 11, 23, Bateman, in the analogous field of communications, teaches the use of voicemail (col. 7 lines 39 - 45) and URLs for customer requests (col. 8 line 66 – col. 9 line 2).

One skilled in the art of communications would recognize the advantage of including voicemail and customer requests using URL. It would have been obvious for one of ordinary skill in the art at the time of the invention, when presented with the work of Bateman, to include the voicemail and URL features of Bateman, in the virtual call center features of Foladare, with the motivation being to arrive at a system that improves service providing customers the option to use voicemail and URLs to facilitate interactions with a remote customer service agent.

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8. Regarding claims 13, 25, Foladare teaches the limitation further comprising the step of: forwarding one or more data records from the operational database to the at least one communication device associated with the enhanced network user, said one or more data records containing information pertaining to the incoming call (col. 8 lines 56 - 65).
9. Regarding claims 14, 26, Foladare teaches the limitation further comprising the step of: forwarding a data record from the database to the at least one communication device associated with the enhanced network user, said data record containing customer record information relating to the customer associated with the incoming call (col. 8 lines 56 – 65).
10. Regarding claims 15, 27, Foladare teaches the limitation further comprising the step of: forwarding a data record from the database to the at least one communication device associated with the enhanced network user, said data record containing order forms to be completed by the enhanced network user (col. 8 lines 56 – 65).
11. Regarding claim 19, Foladare teaches the limitation wherein said communication request is a telephone number (col. 9 lines 7 – 11).
12. Regarding claim 21, Foladare teaches the limitation wherein said step of determining the availability of a communication device further comprises the steps of: determining which communication devices are associated with agents that are logged onto the distributed feature network; determining which of the communication devices associated with logged in agents are available to receive communications; and

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forwarding the communication to an available communication device associated with a logged in agent (col. 5 line 7 – col. 8 line 30).

13. Claims claim 16 and 17 are rejected under 35 U.S.C. 103(a) as being unpatentable over Foladare et al. (US 6,049,602).

Foladare, in the field of communications, teaches a method for a virtual call center operation as noted for the claims above. Foladare does not teach the limitation wherein said distributed feature communication network is a broadband network (claim 16) or a cable network (claim 17). However, Examiner takes official notice that DSL modems and cable modems are well known in the art to provide broadband service over standard phone lines and cable networks, respectively.

One skilled in the art of communications would recognize the advantage of using a DSL modem or cable modem for the remote workplace. It would have been obvious for one of ordinary skill in the art at the time of the invention, when presented with a DSL or cable modem, to apply the DSL or cable modem, to the virtual call center of Foladare, with the motivation being to improve the response time associated with the remote work applications for the remote user over the network.

Citation of Relevant Prior Art

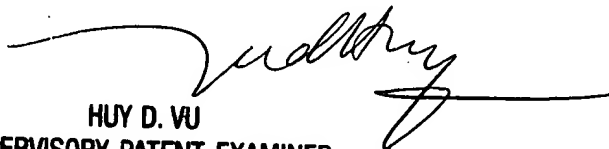
The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Otto (US 5,778,060), Petrunka et al. (US 5,987,115), Petrunka et al. (US 6,122,364), Kikinis et al. (US 5,960,073), Sonesh et al. (US 6,046,762), Sonesh et al. (US 6,614,783), Miloslavsky et al. (US 2002/0001300A1) and Dezonno (US 5,864,615) disclose arrangements to support remote agent operations.

Examiner Information

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Lawrence Baranyai whose telephone number is (703) 305-8707. The examiner can normally be reached on Monday-Thursday: 6:30am-5:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Huy Vu can be reached on (703) 308-6602. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9306. Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-9700.

Lb


HUY D. VU
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